



[www.mississauga.ca](http://www.mississauga.ca)

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## Managing Applications

### User Manual

Revised: November 1, 2005

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Information contained in this manual is subject to change without notification

## Contact Information

email : [eplanbuild.info@mississauga.ca](mailto:eplanbuild.info@mississauga.ca)

## Description of Service

The City of Mississauga is committed to being known as the city most connected to its residents and clients and our new **eCity Web Portal** is the mechanism chosen to achieve this goal.

The Plan and Build eServices Centre is the vehicle that the Planning and Building Department uses to deliver services online. The **View Building Permit App Status, View Development App Status, Schedule Inspections, and My Applications** are features that provide applicants with the ability to manage their development and building applications that have been submitted to the Planning and Building Department. The intent of providing these services to our clients is to allow people to 'serve themselves' in the convenience of their offices or homes via the Internet. Clients will have real time access to application status information and conditions to facilitate a quicker review process. Consequently, we hope to reduce the amount of walk in traffic and status inquires so staff can focus attention on processing applications.

At the time of submission for either a Building Permit application or Development application, the client will receive a *WEB Access Report*. This report contains application information along with a WEB Access ID number. The applicant uses the application number and WEB Access ID number together in order to access application information on our web site.

### View Building Permit App Status

This feature provides the public with the ability to access building permit application status information such as all outstanding conditions and inspections, 24/7. The information is presented in 'real time'. There is, however, a 2 hour time delay for updates. This means that if you look up your application status/condition information at 10:00 am and the plans examiner or planner updates that same condition at 10:01 am, you will not see that change for 2 hours. Conditions are 'cached' when you first look at them for speed purposes.

### View Development App Status

This feature allows clients the ability to access development application status information including all outstanding conditions 24/7. This service includes all comments and conditions from all circulated agencies where they have chosen to enter conditions through eCity. The Region of Peel, school boards and Conservation Authorities are a few such agencies. The information is presented in 'real time'. There is, however, a 2 hour time delay for updates. This means that if you look up your application status/condition information at 10:00 am and the plan examiner or planner updates that same condition at 10:01 am, you will not see that change for 2 hours. Conditions are 'cached' when you first look at them for speed purposes.

### Schedule Inspections

Site personnel can schedule inspections **before**, during, and **after** normal business hours. This feature is available to any one who has the Application WEB ID and Application number. Inspections can be scheduled for the following business day up to midnight.

### My Applications

This feature will allow clients to bookmark applications so they need not enter the WEB Access ID number and application number each time they wish to view their application status. Additionally, this feature contains the **Notify Me** option. This option automatically sends an email informing of changes in application activity status.

## How do I Register to use this Service

Registering and creating a portal account is the best way to utilize our **Plan and Building eService Centre**. To access Application related services, registration is NOT mandatory. However, you will find that it is to your benefit to create an account. To create an eCity Web Portal account, simply follow the steps below.

### Step 1 - How do I Create a Portal Account

Create an eCity portal account by visiting [www.mississauga.ca](http://www.mississauga.ca) and click on the *Register Here* link

The screenshot shows the City of Mississauga website homepage. A red rectangular box highlights the top right section, which includes a search bar, quick links, a shopping cart, and a login/register area. The login area has fields for 'Username' and 'Password' with a 'GO' button. Below these fields are links for 'Register Here' and 'Lost Password?'. A red arrow points from the text 'Click on Register Here link' to the 'Register Here' link. The main content area features a 'Welcome to the City of Mississauga' message, a calendar for January 2004, and a 'BULLETIN: SHOW CLEARING OPERATIONS' section. The footer includes a mailing list sign-up link.

Search  GO Quick Links

SHOP | 0 item(s) in Cart | Checkout | Print Friendly Version | Contact Us

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Ontario, Canada

Blowing snow  
Current Temp. -9° 5 Day

HOME CITY HALL RESIDENTS BUSINESS DISCOVER MISSISSAUGA SERVICES ONLINE HELP & FEEDBACK

EVENTS [more](#)

« JANUARY 2004 »

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

UPCOMING EVENTS

Jan 30 [IceDogs vs. Windsor Spitfires](#)

MAILING [sign up for](#)

Home **Click on Register Here link**

**Welcome to the City of Mississauga**

The City of Mississauga is celebrating its 30th anniversary in 2004. Mississauga is Canada's sixth largest city with a population of more than 680,000.

With well-established infrastructure and state-of-the-art facilities, the City delivers quality municipal programs and services to its citizens. Mississauga is ranked as a top 100 employer and recognized as Canada's safest city.

**PRESS RELEASES**

[Mayors Ask Province For Sustainable Revenue And Independent Review of Municipal Pressures](#)

Jan 23, 2004

**BULLETIN: SHOW CLEARING OPERATIONS**

All City equipment is working to clear the roads. Major roads and collector routes are cleared first. The City tries to have all roads cleared within 24 hours after the end of a winter storm. Heavy snowfalls or successive storms can extend this to 48 hours or more. Please remember to remove parked cars from City streets during plowing operations. If vehicles are not removed, and are found to contravene the Parking By-law (3 hours maximum parking on the street unless otherwise posted), they will be towed. We appreciate your patience.

[Snow Clearing Operations](#)



## Step 2 - Complete Registration Process

Complete the Registration Information screen and *Submit*. You will receive a confirmation email of successful registration.

**Tip:** create a username that is easy to remember and one that reflects your agency. Usernames and passwords are case sensitive.

**Tip:** email is unique and you can only create one account with one email address.

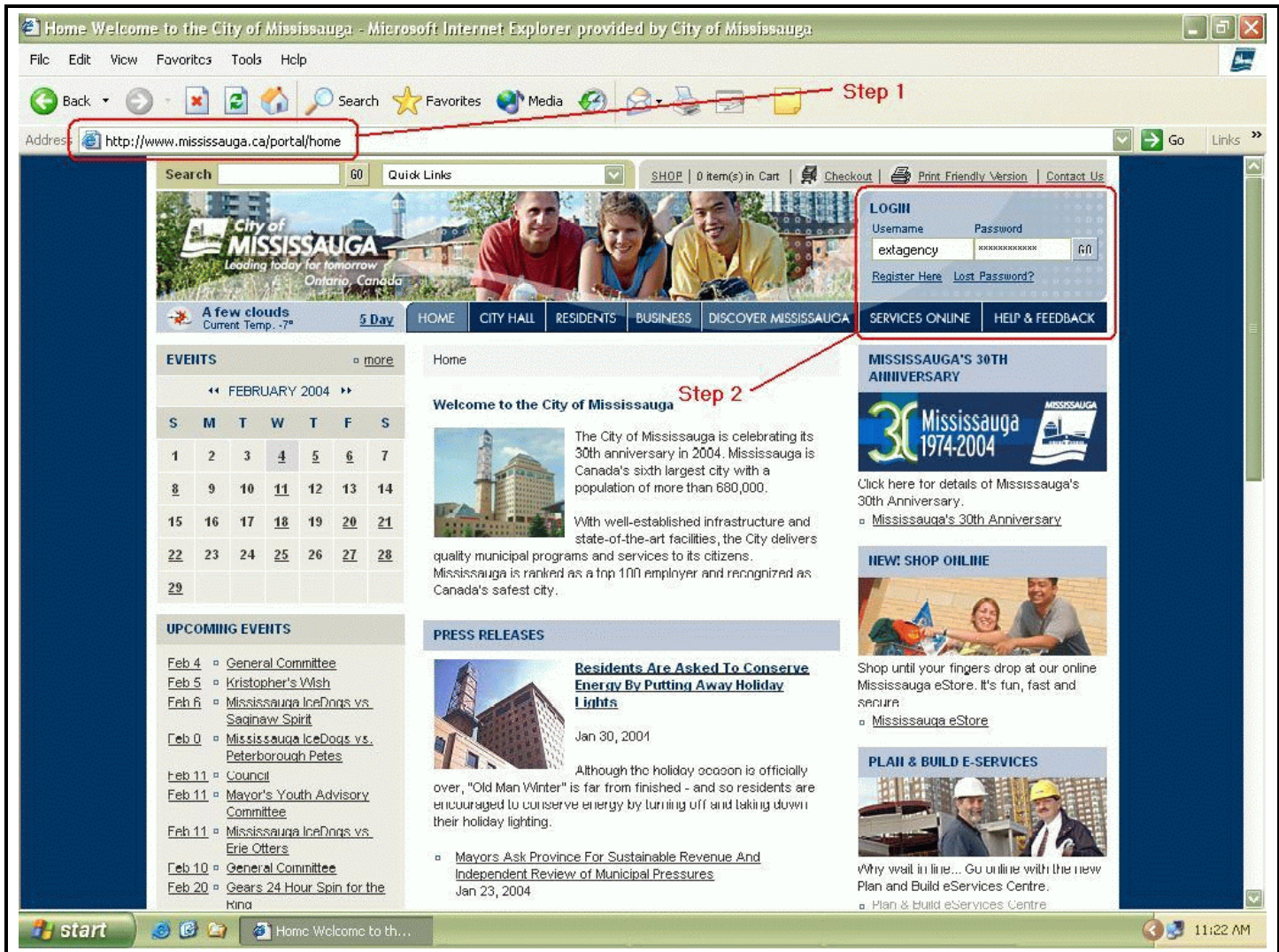
<b>PROFILE</b>	Profile
Billing Information	
Digital Downloads	
Mailing Lists	
Order History	
Personal Information	
View/Edit Personalized Page	
Profile Home	
Alerts	
Shipping Information	

<b>Profile Home</b>	
<b>REGISTRATION</b>	
Please fill in the information below to complete the registration process. Please note that the Username and Email Address must be unique.	
<b>Required Information</b>	
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Username:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
Password Reminder Question:	Mother's Maiden Name <input type="button" value="v"/>
Answer:	<input type="text"/>
Email Address:	<input type="text"/>
Confirm Email Address:	<input type="text"/>
<b>Optional Information</b>	
Company Name:	<input type="text"/>
Phone Number:	<input type="text"/>
Phone Type:	Residential <input type="button" value="v"/>
Fax Number:	<input type="text"/>
Mobile Email:	<input type="text"/>
Ward:	Select Ward <input type="button" value="v"/>

## Login and Access Plan and Build eServices Centre

Once you have your *Username* and *Password*, you may access this service by visiting [www.mississauga.ca](http://www.mississauga.ca) and log in using your newly created username and password.





After you have successfully logged into the eCity portal you need to navigate to the **Plan and Build eServices Centre**. We do have a friendly URL that you can access directly by creating it as a desktop icon or by saving it to your Favourites. [www.mississauga.ca/portal/services/planbuild](http://www.mississauga.ca/portal/services/planbuild)

Home Welcome to the City of Mississauga - Microsoft Internet Explorer provided by City of Mississauga

File Edit View Favorites Tools Help

Address <http://www.mississauga.ca/portal/home> Go Links

Search  GO Quick Links SHOP 0 item(s) in Cart Checkout Print Friendly Version Contact Us

My Page : My Profile : Logout

Welcome extagency!  
You are now signed on to the official Web site of The City of Mississauga.

A few clouds  
Current Temp. -7° 5 Day

HOME CITY HALL RESIDENTS BUSINESS DISCOVER MISSISSAUGA SERVICES ONLINE HELP & FEEDBACK

EVENTS [more](#)

« FEBRUARY 2004 »

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29						

UPCOMING EVENTS

- Feb 4 ▫ General Committee
- Feb 5 ▫ Kristopher's Wish
- Feb 6 ▫ Mississauga IceDogs vs. Saginaw Spirit
- Feb 8 ▫ Mississauga IceDogs vs. Peterborough Petes
- Feb 11 ▫ Council
- Feb 11 ▫ Mayor's Youth Advisory Committee
- Feb 11 ▫ Mississauga IceDogs vs. Erie Otters
- Feb 18 ▫ General Committee
- Feb 20 ▫ Gears 24 Hour Spin for the Rina

Home

Welcome to the City of Mississauga

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PRESS RELEASES

**Residents Are Asked To Conserve Energy By Putting Away Holiday Lights**

Jan 30, 2004

Although the holiday season is officially over, "Old Man Winter" is far from finished - and so residents are encouraged to conserve energy by turning off and taking down their holiday lighting.

- [Mayors Ask Province For Sustainable Revenue And Independent Review of Municipal Pressures](#)  
Jan 23, 2004

Mississauga eStore  
Connect2Rec  
Library Catalogue  
Maps  
**Plan & Build eServices Centre**  
Forms Online  
Service Request  
Discussion Centre  
Mailing Lists  
Surveys and Polls

Shop until your fingers drop at our online Mississauga eStore. It's fun, fast and secure.  
▫ [Mississauga eStore](#)

**PLAN & BUILD E-SERVICES**

Why wait in line... Go online with the new Plan and Build eServices Centre.  
▫ [Plan & Build eServices Centre](#)

start Home Welcome to th... 11:31 AM

## Managing Building Permit Applications/Permits

### Update – Bill 124 and Plan and Build eServices

The implementation of Bill 124 has resulted in numerous changes to our business procedures. This manual is NOT intended to address those changes that deal specifically with the application acceptance process. This manual was designed to assist you manage your applications after submission.

One of the ways we hope to meet these mandated processing times is to 'offload' traditional 'in person' services to our web based online service. The Plan and Build eService Centre has been live since November 2003 and has proven success. The public has embraced these offered services and we are on the cutting edge in providing online services for our clients. Therefore, we feel that by shifting more of our service delivery to this channel we can better meet the new processing time expectations.

We have introduced a number of upgrades to our Plan and Build eServices Centre to aid in meeting these new legislative requirements.

- When you declare an application as complete, you will NOT receive an application WEB Access ID Report at the time of application. Rather, this document will be sent after we have completed the *first* review of your application. Since we are not subject to time constraints, we can afford the luxury of dealing with outstanding conditions, revised drawings, or changes during the initial application processing review.
- Accessing application status information will soon require that you to create a portal account. By creating such an account, you will be able to utilize *My Applications*. Use of this feature is explained below and boasts a number of options that will make application management easier.
- Creating a portal account and registering with the City of Mississauga will automatically subscribe you to receive email information on application process changes and is the best way for you to track your application.

In order for us to meet mandatory processing times, we have altered our internal process of application tracking to accommodate a critical path tracking. As a result, all applications will be assigned to specific examiners by a supervisor. The applications will be displayed on the web with the examiner's name and contact information. However, the examiner will not have started review at this time. **DO NOT CALL THE EXAMINER**. By subscribing to *My Applications/Notify Me*, you will receive an email when the examiner has completed the review and has prepared comments. Calling them before this email is received impedes our processing of your application.




## First Time Application Look Up

### Obtaining Application Status Access Report

Before you can look up an application or schedule an inspection, you will need your *WEB Access ID*. At the time of application, you would have received a WEB Access ID report (displayed below):

APPLICATION STATUS ACCESS  
REPORT



City Of Mississauga  
Planning and Building Department  
300 City Centre Drive  
Mississauga, ON L5B 3C1  
Tel : (905) 896 5619  
Fax : (905) 896 5635

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Dear Applicant,

This report contains information that will allow you to access application status information via the Internet. You will require your Application Number and WEBID to access this information. It is the applicant's responsibility to maintain the privacy of the application status information.

To access this application on the Internet, please visit [www.mississauga.ca/cenet](http://www.mississauga.ca/cenet) SERVICES ONLINE / PLAN AND BUILD SERVICES CENTRE / NEW BUILDING PERMIT APP STATUS. You can then enter your application number and WEBID to retrieve current application status information.

Be sure to register once you get to our site. This will allow you to take advantage of two important features: My Applications will allow you to bookmark the Application Number and WEBID so that you do not have to re enter the information each time you wish to check your application status. The other feature is Notify Me. Registered portal users can subscribe to this service that will send you an email each time an application activity is updated by City Staff.

Application Number  WEBID

**Application Information**

Location of Application	6885 KENNEDY RD		
Application	BP3NEW04 1764 COM		
Application Status	APPLICATION IN PROGRESS		
Application Date	September 9, 2004		
Application Scope	NEW BUILDING		
Application Type	MULTI-TENANT INDUSTRIAL		

**Property Information**

Address	6885 KENNEDY RD		
Legal Description	PLAN M1011 BLKS 15,19,20 PART BLKS 15,16,17 RP43R20859 PARTS 2,3,4		
Roll Number	21-05-040-117-01500-0000		

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Date: September 15, 2004

Page: 1

If you do not receive an Access report, contact the Building Division Customer Services Section at (905) 896 5619 or the Planning Division at (905) 896 5511.

If you have more than one application and you require a listing of all of your WEB Access IDs, call the above provided contact numbers to inform us of this and an email of this report can be made available to you.

## View Building Permit App Status Page

At this point, you have logged into the portal using your portal account username and password and you have navigated the **View Building Permit App Status** page. Note that this process of looking up applications is the same as **View Development App Status**. Enter your Application Number and Web ID in the fields displayed on the screen. Only enter the values from the Access Report that appears in the boxes. Note that your WEB ID is an alpha/numeric value therefore it is essential to distinguish between letters and numerals example, zero from the letter “o”

The screenshot shows the City of Mississauga eCity portal. The top navigation bar includes links for Home, City Hall, Residents, Business, Discover Mississauga, Services Online, and Help & Feedback. The left sidebar contains a 'Services Online' menu with options like Plan & Build, View Building Permit App Status, and My Applications. The main content area displays a message: 'Welcome Back! You are now signed onto the official Website of the City of Mississauga.' Below this, it says 'Your are logged into the portal' and 'View Building Permit App Status'. A form labeled 'FIND BUILDING APPLICATIONS' has two input fields: 'Application #' and 'WEBID', with a 'SUBMIT' button. A red box highlights these fields with the text 'Enter your Application Number and WEB ID'. Below the form, there is a 'FEATURED ARTICLES' section with a link 'Read More About View Building Permit App Status'. A red box highlights this link with the text 'Read more about the services and provide feedback'.

Once you enter your application number and WEB ID, you will be taken to one of (3) pages:

- Where your application status is IN PROCESS or WITHHELD, you will see the *Application Status* page as well as application conditions and staff assignments
- Where your application status is IN PROCESS or WITHHELD and has been submitted to a *Group*, you will be taken the *Group Application Status* page to view staff assignments and conditions (displayed in a group format)
- Where your permit has been ISSUED but not COMPLETE (all inspections signed off), you will be taken to the *Permit Status* page where you will see Inspection Results.

## Navigating Application Status Pages

Here you see screen prints of the (3) different flavours of application/permit status.

### Application Status Page - Single

**Search**  **GO** **Quick Links** [SHOP](#) | 0 item(s) in Cart | [Checkout](#) | [Print Friendly Version](#) | [Contact Us](#)

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**Clear** Current Temp: -7° **5 Day**

**HOME** **CITY HALL** **RESIDENTS** **BUSINESS** **DISCOVER MISSISSAUGA** **SERVICES ONLINE** **HELP & FEEDBACK**

**SERVICES ONLINE**

- Plan & Build eServices Centre
  - Building Permit App Status
  - Property/Tax Information
  - Development App Status
  - Enter Development App Comments
  - Schedule Permit Inspection
  - Reports
  - Purchase Compliance Report
  - Purchase Tax Certificate
  - My Applications
  - My Properties
  - Plan and Build Help

**MY APPLICATIONS**

Access all your applications in one place by adding applications to your My Applications profile.

- [Login to Bookmark Applications](#)

**MY PROPERTIES**

Access all your Properties in one place by adding a property to your My Properties profile.

- [Login to Bookmark Properties](#)

**Services Online > Plan & Build eServices Centre > Building Permit App Status**

**Building Permit App Status**

The following information is current and represents the actual status of your application. The information displayed is for your convenience only and does not constitute an official status. An official status report can be requested by calling the Building Division at (905) 896-5619.

**VIEW BUILDING PERMIT APPLICATION DETAILS** [view all application conditions](#)

[View Another Application](#) [Add to My Applications](#) [View My Applications](#) [Print Application Status](#)

**Application Detail Information**

App Number:	BP 3ALT 5 5030	App Date:	2005-02-08
Address:	2884 SLOUGH ST	Withheld Date:	2005-03-28
Unit:		Issue Date:	
Description:	NEW DEMISING WALL/1 DOOR AT EXT WALL/NEW WASHROOM	Status:	WITHHELD
Model Type:		Current File Location:	FILE ROOM
Permit Elevation:			

**Property Detail Information**

Address: 2884 SLOUGH ST  
Legal Description: PLAN 737 PT BLK B

**Assignments**

Role	Contact	Questions?	Status	Condition
ZONING PLAN REVIEW	<a href="#">Timothy Lee</a>	<a href="#">email Timothy Lee</a>	WITHHELD	<a href="#">View</a>
BLDG ENGINEERING PLAN REV	<a href="#">Carlo Abballe</a>	<a href="#">email Carlo Abballe</a>	WITHHELD	<a href="#">View</a>
PLUMBING PLAN REV	<a href="#">Bruce Atrie</a>	<a href="#">email Bruce Atrie</a>	APPROVED	<a href="#">View</a>
HVAC PLAN REVIEW	<a href="#">Bruce Atrie</a>	<a href="#">email Bruce Atrie</a>	WITHHELD	<a href="#">View</a>
FIRE PLAN REVIEW	<a href="#">Rick Beaty</a>	<a href="#">email Rick Beaty</a>	APPROVED	<a href="#">View</a>
CUSTOMER SERVICE PLAN EXAMINER	<a href="#">Marco Palermo</a>	<a href="#">email Marco Palermo</a>		<a href="#">View</a>

**1. To View ALL conditions press click on this link.**

**2. To print an Application Status Report, click this link.**

**3. To add this application to your MY APPLICATIONS, click this link.**

**4. Assignments - click on the Contact link to see contact information. Click on Questions link to send an email. Click on View see conditions for that role only.**

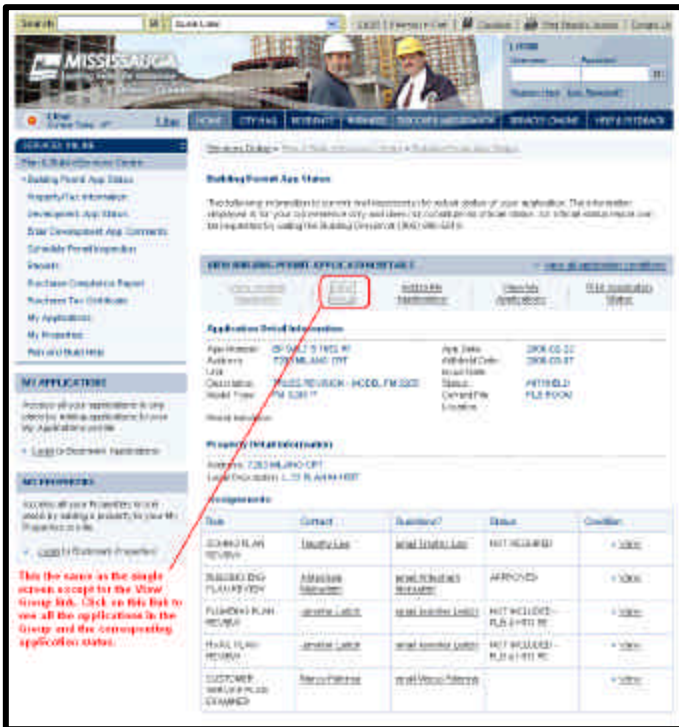
City of Mississauga  
300 City Centre Drive, Mississauga, Ontario, Canada L5B 3C1  
General Inquiries: 905-896-5000

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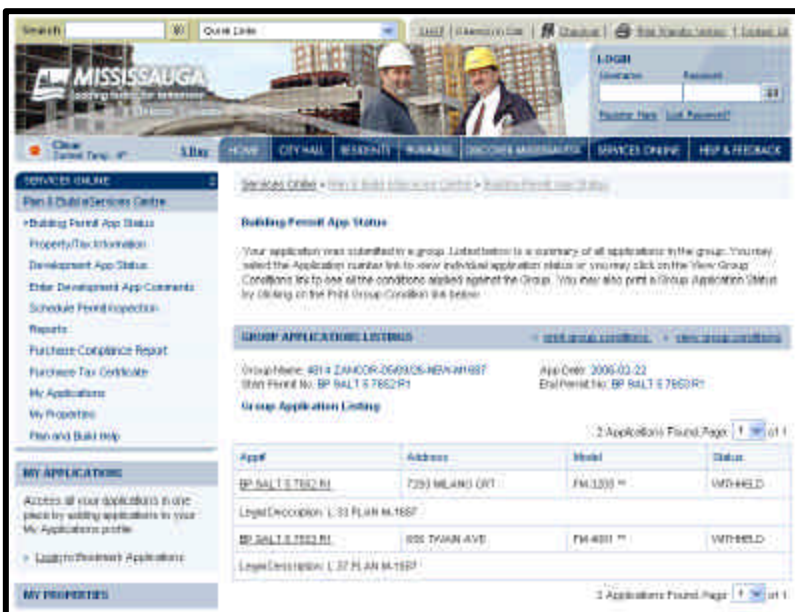
## Application Status Page – Group



This is the first page you will see of the Group screens. This page displays basic application information and staff assignments.

*Application Detail Information* displays information from the first application in the group. Click on the *View Group* link to see a listing of all applications of that group (see next screen).

All applications are displayed on that Group screen. All the applications in the group will be saved to your "My Applications", not simply the one application.



This is the *View Group* screen which shows all the applications of that Group with a common overall application **status**.

You can print a *Group Application Status Report* by clicking on the *Print Group Conditions* link or you can view group conditions by clicking on that link (see next screen).

## Application Status Page – Group

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**SERVICES ONLINE**

- Plan & Build eServices Centre
  - Building Permit App Status
  - Property/Tax Information
  - Development App Status
  - Enter Development App Comments
  - Schedule Permit Inspection
  - Reports:
    - Purchase Compliance Report
    - Purchase Tax Certificate
  - My Applications
  - My Properties
  - Plan and Build Help

**MY APPLICATIONS**

Access all your applications in one place by adding applications to your My Applications profile.

[Login to Bookmark Applications](#)

**MY PROPERTIES**

Access all your Properties in one place by adding a property to your My Properties profile.

[Login to Bookmark Properties](#)

Services Online > Plan & Build eServices Centre > Building Permit App Status

**Building Permit App Status**

The following conditions are applicable to your group applications. Only the conditions with a 'WITHHELD' status need to be addressed prior to the issuance of the permit. Please use the drop down lists to filter your conditions by plan examination role and condition status.

**GROUP APPLICATIONS ASSIGNMENTS** [print group conditions](#) [view group listings](#)

Group Name: 4814 ZANCOR-05/09/26-NEW-M1687 App Date: 2006-02-22  
Start Permit No: BP 9ALT 5 7652 R1 End Permit No: BP 9ALT 5 7653 R1

View Conditions by:

View Status:

**Permit / Lot Conditions**

Role	No	Status	Conditions
ZONING	1	NOTE	A zoning review is NOT REQUIRED provided that the truss revision does not effect the external design with respect to the height, size or look of the dwelling.
Applies to: <a href="#">5 7652 R1 L 33 PLAN M-1687</a> <a href="#">5 7653 R1 L 37 PLAN M-1687</a>			
BLDENGPE	1	NOTE	BUILDING ENGINEERING Plan Examination has completed review of your application and has no further comments except as noted on the drawings.
Applies to: <a href="#">5 7652 R1 L 33 PLAN M-1687</a> <a href="#">5 7653 R1 L 37 PLAN M-1687</a>			
PLUM	1	NOTE	This section has completed its review and plumbing is not included.
Applies to: <a href="#">5 7652 R1 L 33 PLAN M-1687</a> <a href="#">5 7653 R1 L 37 PLAN M-1687</a>			
HVAC	1	NOTE	This section has completed its review and HVAC is not included in this permit.
Applies to: <a href="#">5 7652 R1 L 33 PLAN M-1687</a> <a href="#">5 7653 R1 L 37 PLAN M-1687</a>			
CUST SER	1	WITHHELD	Permit Fee : To be determined Deposit : \$ 75.00 ----- ----- Balance : To be determined
Applies to: <a href="#">5 7652 R1 L 33 PLAN M-1687</a> <a href="#">5 7653 R1 L 37 PLAN M-1687</a>			

**Model Conditions**

Role	No	Status	Conditions
BLDENGPE	1	NOTE	BUILDING ENGINEERING Plan Examination has completed review of the MODEL and has no further comments except as noted on the drawings. Note: there maybe additional LOT specific conditions listed below.
Applies to: FM 3205 ** Elevation(s): A, B			

Here we have conditions that are linked to ALL applications in the group; these are subdivided into conditions that are **Permit/Lot** specific (zoning, spatial separation, etc.) and conditions that are **Model** specific (usually building code related items).

You can also print an *Application Status* report by clicking on *Print Group Conditions* link.

You can also navigate back to the previous listing page by pressing the *View Group Listings* link.

## Permit Status Page

**Search**  **GO** **Quick Links**

**SHOP** 0 item(s) in Cart **Checkout** **Print Friendly Version** **Contact Us**

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  - Reports
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  - Purchase Tax Certificate
  - My Applications
  - My Properties
  - Plan and Build Help

**MY APPLICATIONS**

Access all your applications in one place by adding applications to your My Applications profile.

- Login to Bookmark Applications

**MY PROPERTIES**

Access all your Properties in one place by adding a property to your My Properties profile.

- Login to Bookmark Properties

**Services Online > Plan & Build eServices Centre > Building Permit App Status**

**Building Permit App Status**

For issued permits you are able to view the inspection status. This page displays a summary of the inspection disciplines that have been assigned to your permit along with the current status. To view inspection results for all the disciplines, please use the View All Inspection Results link below. You may also schedule an inspection for this permit by using the Schedule Inspection link.

**VIEW BUILDING PERMIT DETAILS**

[View Another Application / Permit](#) [Add to My Applications](#) [View My Applications](#) [Print Permit Status](#) [Schedule Inspection](#) [view all inspection results](#)

**Application Detail Information**

App Number: BP 3ALT 5 4635 ALT  
Address: 2695 NORTH SHERIDAN WAY  
Unit: 2-FLR/PRT 1-FLR  
Permit Elevation:  
Description: INTERIOR ALTERATIONS-SERONO  
Legal Description: CON 1 SDS PT LOT 35 RP 43R16136 PARTS 1-33

Status: ISSUED PERMIT  
Model Type:  
Issue Date: 2005-02-21

**Assignments**

Role	Inspector	Status	Sign Off	Inspections
BLD INSP - FINAL SIGN-OFF	<a href="#">Mike Dubois</a>	COMPLETE - FINAL INSP SIGN OFF	Yes	<a href="#">View</a>
HTG INSP - FINAL SIGN-OFF	<a href="#">George Savvides</a>	COMPLETE - FINAL INSP SIGN OFF	Yes	<a href="#">View</a>
PLG INSP - FINAL SIGN-OFF	<a href="#">Roger Luemae</a>	COMPLETE - FINAL INSP SIGN OFF	Yes	<a href="#">View</a>
FIRE INSP - FINAL SIGN-OFF	<a href="#">Jacques NJ Lehoux</a>	IN PROCESS	No	<a href="#">View</a>

1. You can view ALL inspection results for all disciplines by clicking on view all inspection results link.

2. You can schedule an inspection by clicking on this link. You will be taken to the Schedule Inspection page.

3. You can print a report of all inspection results

4. You can add this application to your My Applications (you need to login)

5. The Assignments block shows all Inspector assignments. You can see contact information by clicking on the Inspector name link. You can view individual inspection results by clicking on the View link.



## Printing and Sending Application Status Reports

You can print and/or send *Application Status* reports from any of the above screens. You also have the *Application Access Status* report that can be shared with other design or building professionals working on your project. We provide the applicant with the *Application Access Status* reports which contains the web access ID. Note that the Applicant is the authorized agent of the owner and it is up the Applicant to decide if they wish to share the access ID report with other building professionals.

To print *Application Status* reports, simply click on the *Print Application Status Report* link from the above pages. We have produced a report that closely matches the *Application Status Reports* that you would traditionally receive in the mail. You can send the *Application Status Report* to another person by selecting the PDF format of the document using an installed print PDF driver.

**Tip:** There are a number of free PDF writers available on the Internet such as PRIMO PDF Writer.

Below is a sample of the Application Status Report generated from eCity.

http://www.mississauga.ca - Online Services - Building Application Status Report - Microsoft Internet Explorer p...

**BUILDING APPLICATION STATUS REPORT**

**MISSISSAUGA**

Planning and Building Department  
Building Division  
City of Mississauga  
300 City Centre Drive  
MISSISSAUGA, ON L5B 3C1

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**Convenience Copy**

APPLICATION NUMBER: CP DALT 5 0013  
WEB ACCESS NUMBER: 6575ELMA  
APPLICATION DATE: 2005-02-23  
UNIT NUMBER: 2304

ATTN:  
RE: 4311 SHERWOODCOTT AVE. BLDG.  
PLAN AND PT. BLK. SHP. 4311 2076 PARTS 1, 2, 3, 4  
ALTERATION TO EXIST. BLDG. - INTERIOR ALTERATIONS - AIR-CONDITIONING

---

Dear Applicant,

The following conditions represent the **CURRENT** status of your application as of the date printed below and is being provided as a convenience. This is **NOT** an official correspondence as to the status of your application. The Building Division may not have fully completed the review of the application at this time. Further comments may be forthcoming. The items listed on the following pages are required to be submitted for your application to be finalized and approved.

Any conditions previously closed will not be displayed in this report. It is advisable to outline outstanding conditions in a single submission as to make the best use of your time and ours.

When making inquiries with respect to the contents of this report, or submitting requested information, please quote the application number as shown above.

In the event that this application is deemed for expedited greater than 60 days, with no significant effort by the applicant to resolve identified outstanding issues, the Chief Building Official may, in accordance with the Ontario Building Code Act, cancel this application.

IT IS CONTRARY TO THE ONTARIO BUILDING CODE ACT TO COMMENCE CONSTRUCTION PRIOR TO RECEIPT OF A VALID BUILDING PERMIT FOR THE SUBJECT WORKS. If work is commenced prior to permit issuance by this office, and an Order to Comply and / or Stop Work has been placed upon the work, an administrative fee in addition to the building permit fee shall be due and payable prior to the issuance of a building permit. This fee shall be in accordance with the City of Mississauga Building By-Law (2005-2006), as amended.

---

**ZONING PLAN EXAMINER:** Contact: Kevin Barry Phone: (905) 615-3200 x5602

**See his** **Told**  
1 ZONING Plan Examination has completed review of your application and has no further comments except as noted on the drawings.

---

**BUILDING PERMIT EXAMINER:** Contact: Ken Hinkley Phone: (905) 605-6609

**See his** **Told**  
1 BUILDING EXAMINER has completed review of your application and has no further comments.

## Schedule Inspections

This feature allows you to schedule an inspection on *Issued* permits only. You will once again require your WEB ID and application number to access this module. Currently, we are only taking inspection requests that have a Building, Plumbing or HVAC component. You cannot schedule inspection requests for Fire Prevention inspectors assigned to issued permits.

You can access this service from the left menu on the Plan and Build eServices Centre page or you can access it directly using our friendly URL: <http://www.mississauga.ca/portal/services/scheduleinspection>

Login to Bookmark Applications

MY PROPERTIES

Access all your Properties in one place by adding a property to your My Properties profile.

Login to Bookmark Properties

1. Select the Building address from the dropdown. If the permit is attached to a semi or row dwelling with multiple addresses, beside to select the correct address.

2/3. Enter your name and phone number. If you are logged in, this will be populated from your portal profile.

4. Select the Inspection Type

5. Select the Inspection Date (system will not permit weekend or holiday schedulings)

6. Enter any instruction information for the Inspector.

7. Press the Submit button.

SCHEDULE INSPECTION

Building\*: 2695 NORTH SHERIDAN WAY

Legal Description: CON 1 SDS PT LOT 35 RP 43R16136 PARTS 1-33

Requestor: Bob The Builder

Phone: 9058967788

Type\*: BLD INSR-FRAMING INSPECTION PT 9

Preferred Date\*: 2006/03/13

Unit: 2-FLR/PRT 1-FLR

Instructions: Max 255 Characters: Test of scheduling an inspection:

click for character count

SUBMIT

CANCEL

Application Detail Information

Application: BP 3ALT 05 4635 ALTERATION PARTIAL ONLY

Address: 2695 NORTH SHERIDAN WAY

Unit: 2-FLR/PRT 1-FLR

Status: ISSUED PERMIT

Model Type:

Issue Date: 2005-02-21

Description: INTERIOR ALTERATIONS-SERONO

Inspection Results

View All Types

21 Inspections found Page: 1 of 1

Insp Date	Type	Address	Unit	Result
Not Completed	FIRE INSP FOLLOW UP	2695 NORTH SHERIDAN WAY	2-FLR/PRT 1-FLR	
Not Completed	FIRE INSP FOLLOW UP	2695 NORTH SHERIDAN WAY	2-FLR/PRT 1-FLR	
2005-10-11	DORMANT INSPECTION RECALL	2695 NORTH SHERIDAN WAY	No Units	PASS
2005-09-23	FIRE INSP FOLLOW UP	2695 NORTH SHERIDAN WAY	2-FLR/PRT 1-FLR	RECTIFIED
2005-09-15	PREARRANGE TEST BLD SERV&FINAL	2695 NORTH SHERIDAN WAY	2-FLR/PRT 1-FLR	FAIL

## My Applications

The **My Applications** feature is your best way to manage multiple applications.

Once you have logged into the portal, navigate to the **View Building Permit App Status** View page as described above. Look up your application number and WEB ID, press the *Submit* button. Once you do this, the combination of the Application Number and WEB ID is automatically saved to your **My Applications** area. You do not need to subscribe to this service separately; it comes packaged with your portal account.

If your application happens to have been submitted in a *Group*, where there are other applications grouped together at the time of submission to the Building Division, looking up any one of the applications in this group will result in all applications and WEB IDs being saved to **My Applications**.

Once the system has added your application number and WEB ID to **My Applications**, it will also automatically subscribe you to **Notify Me**. This feature sends you an email each time there is a change to an Activity that is associated with your application. For instance, once your application has been reviewed in the Zoning Section, the examiner will update the Activity status. This will then initiate an email response informing you of the status change as well as providing a link in the email to view the conditions.

Once you have added a number of records you can make *My Applications* your first stop when visiting Plan and Build eServices Centre.

To access the *My Applications* page, log in to the portal, navigate to Plan and Build, select *My Applications* from the left hand navigation menu or click on the *Edit/More* link in the My Applications narrow portlet box.

The screenshot shows the City of Mississauga eCity portal. The top navigation bar includes links for Search, Quick Links, SHOP, Checkout, Print Friendly Version, and Contact Us. The main navigation menu includes HOME, CITY HALL, RESIDENTS, BUSINESS, DISCOVER MISSISSAUGA, SERVICES ONLINE, and HELP & FEEDBACK. The SERVICES ONLINE menu is expanded, showing various services. The 'My Applications' section is highlighted with a red box and labeled 'Step 3'. The 'My Applications' portlet shows a list of applications with columns for Application Number, Application Type, and Application Status. The 'Edit/More' link is highlighted with a red box and labeled 'Step 4'. The 'Featured Articles' section is also visible.

**Step 1 - Log into the portal**

**Step 2 - Select Service Online / Plan and Build eServices**

**Step 3 - Select My Applications**

**Step 4 - Press the Edit/More link to see an expanded view**



## Expanded Screen

**City of MISSISSAUGA**  
Leading today for tomorrow  
Ontario, Canada

Partly cloudy  
Current Temp. 14°  
5 Day

HOME CITY HALL RESIDENTS BUSINESS DISCOVER MISSISSAUGA SERVICES ONLINE HELP & FEEDBACK

My Page : My Profile : Logout  
Welcome Jack!  
You are now signed on to the official Web site of The City of Mississauga.

**SERVICES ONLINE**

- Plan & Build eServices Centre
  - My Applications
    - Departmental Reports
    - Enter Development App Comments
    - My Properties
    - Plan and Build Help
    - Purchase Compliance Report
    - Purchase Tax Certificate
    - Schedule Permit Inspection
    - View Building Permit App Status
    - View Development App Status
    - View Property/Tax Information

**MY PROPERTIES** [Edit/More](#)

Click on Edit/More to view your bookmarked properties.

4367 TREETOP CRT  
300 CITY CENTRE DR  
100 CITY CENTRE DR  
1036 OLD DERRY RD  
2585 SKYMARK AVE

Services Online > Plan & Build eServices Centre > My Applications

**My Applications**

**MY APPLICATIONS**

Need to add a new building application? click [Add Applications](#).

**Building Applications**

Use this link to toggle between Building Permit and Development apps  
[View My Development Applications](#)

Use links to sort My Application records

3 Applications found. Page: 1 of 1

	<a href="#">Applications</a>	<a href="#">Address</a>	<a href="#">Legal Description</a>	<a href="#">Status</a>	<a href="#">Notify</a>
<input type="checkbox"/>	<a href="#">BP 9ALT 4/2939</a>	1541 HAIG BOULEVARD	PLAN 545 LOT 6	WITHHELD	Y
<input type="checkbox"/>	<a href="#">BP 3NEW 3 7652 FDN</a>	4120 DIXIE ROAD	PLAN 381 PT LOTS 11 TO 15 RP 43R16092 PARTS 1,2	ISSUED PERMIT	Y
<input type="checkbox"/>	<a href="#">BP 3NEW 3 6642</a>	820 BANCROFT DRIVE	CON 2 WHS PT LT 6 & PT LT 7, 43R14431 PT OF PT 17, 43R18805 PT OF PT 4, 43R24953 PT 2, LESS 43R23077 PT 15	WITHHELD	Y

3 Applications found. Page: 1 of 1

[REMOVE SELECTED](#) [NOTIFY ME](#)

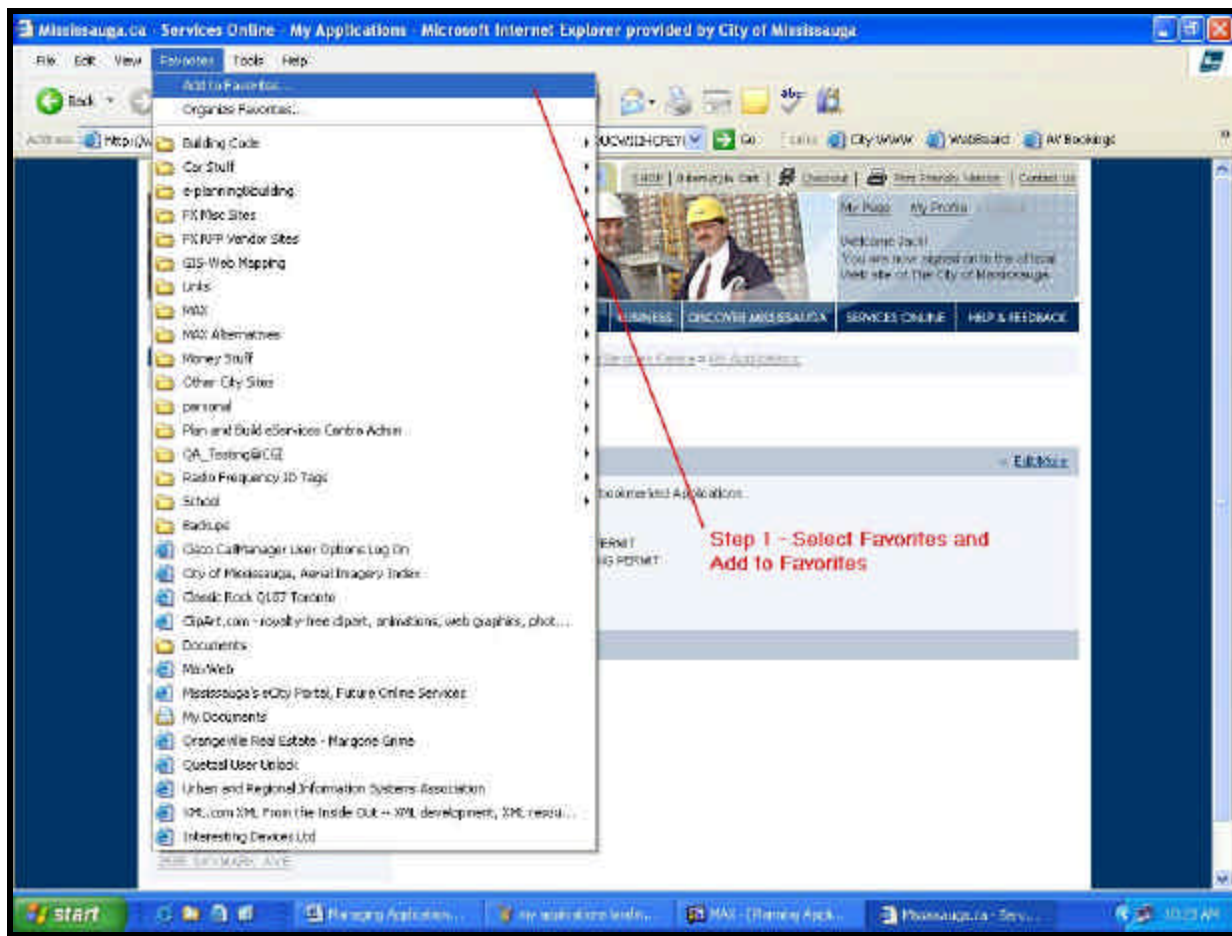
Use these buttons to delete records or unsubscribe from Notify Me

### Tip:

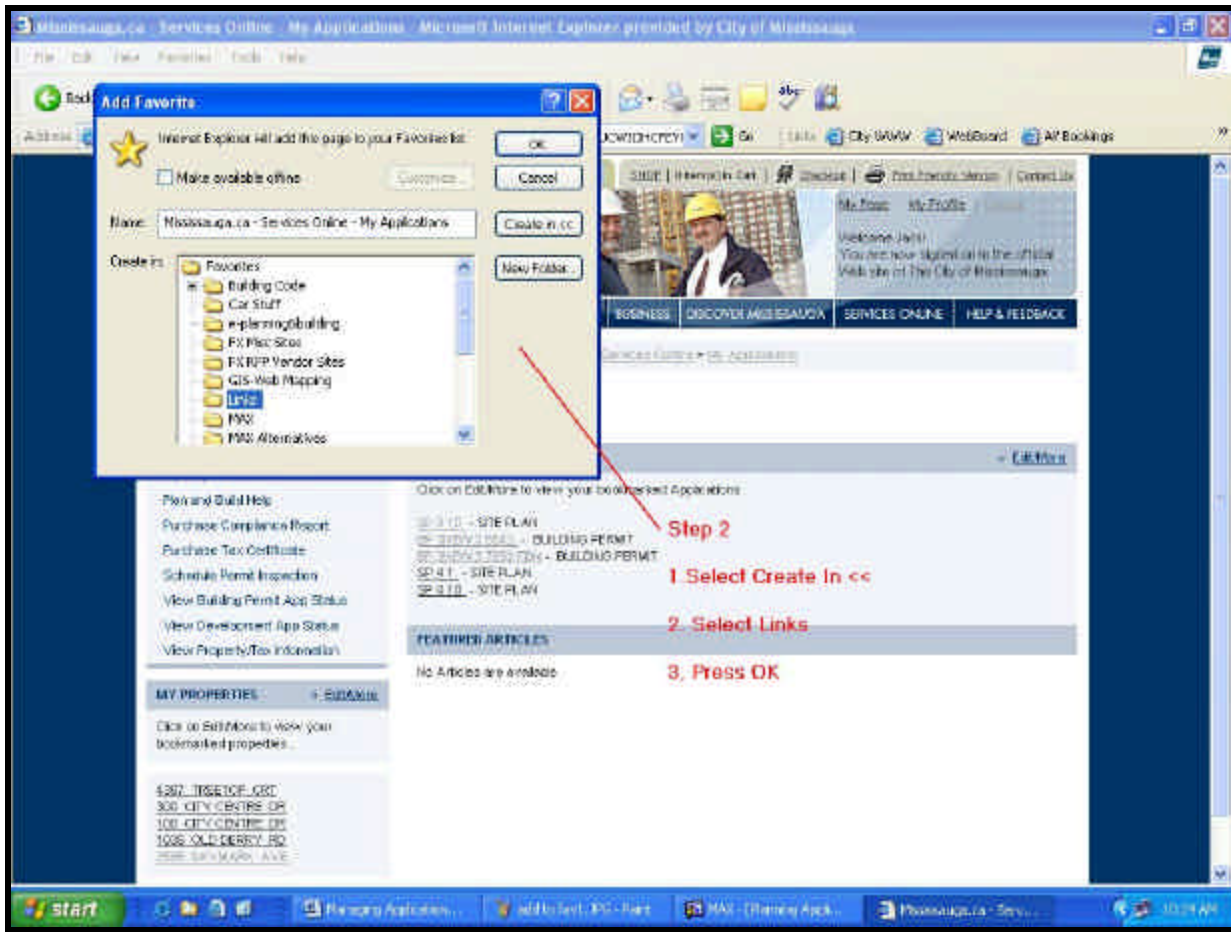
For direct access to **My Applications**, save the above page as a **Favourite** and then send the link to your desktop. This way you only need to double click on the desktop icon and log in.

Step by Step instructions are found below and will work for Internet Explorer 6.0:

### Step 1

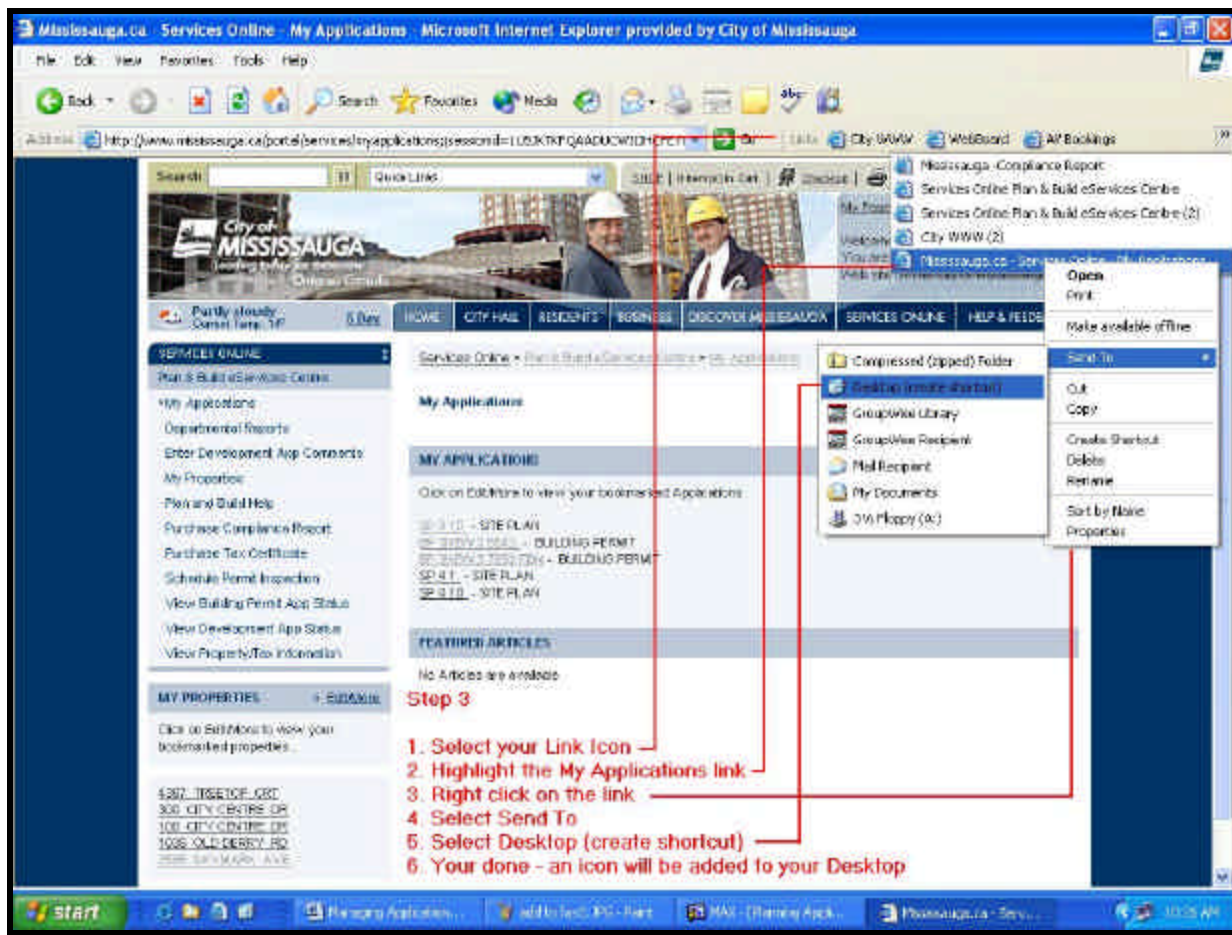


## Step 2





### Step 3



We have 'friendly URLs' that you can also use to access these pages directly:

Page Name	Friendly URL
My Applications	<a href="http://www.mississauga.ca/portal/services/myapplications">www.mississauga.ca/portal/services/myapplications</a>
View Building Permit App Status	<a href="http://www.mississauga.ca/portal/services/buildapplications">www.mississauga.ca/portal/services/buildapplications</a>
View Development App Status	<a href="http://www.mississauga.ca/portal/services/devapplications">www.mississauga.ca/portal/services/devapplications</a>
Schedule Inspection	<a href="http://www.mississauga.ca/portal/services/scheduleinspections">www.mississauga.ca/portal/services/scheduleinspections</a>

## Managing Planning Applications

The defining feature between **View Development App Status** and **View Building Permit App Status** is that initial query of the application number and WEB ID will NOT automatically add the record in the **My Applications** area. When you first look up a development application, the status page will display links to [Add to My Applications](#). Use this link to add the application to **My Applications**.

**City of MISSISSAUGA**  
Leading today for tomorrow  
Ontario, Canada

Overcast  
Current Temp: 14°  
5 Day

HOME CITY HALL RESIDENTS BUSINESS DISCOVER MISSISSAUGA SERVICES ONLINE HELP & FEEDBACK

**SERVICES ONLINE**

- Plan & Build eServices Centre
  - View Development App Status
  - Departmental Reports
  - Enter Development App Comments
  - My Applications
  - My Properties
  - Plan and Build Help
  - Purchase Compliance Report
  - Purchase Tax Certificate
  - Schedule Permit Inspection
  - View Building Permit App Status
  - View Property/Tax Information

**MY APPLICATIONS** [Edit/More](#)

Click on Edit/More to view your bookmarked Applications.

SP 3-10 - SITE PLAN  
EP 3NEW 3 6642 - BUILDING PERMIT  
EP 3NEW 3 7652 FDN - BUILDING PERMIT  
SD 4 4 - SITE PLAN

Services Online > Plan & Build eServices Centre > View Development App Status

### View Development App Status

The following information is current and represents the actual status of your application. The information displayed is for your convenience only and does not constitute an official status. An official status report can be requested by calling the Planner assigned to your application. The contact details for the Planner can be found under the PLANNER - DEV & DESIGN role below.

**VIEW DEVELOPMENT APPLICATION DETAILS** [view all conditions](#)

[View Another Application](#) [Add to My Applications](#) [View My Applications](#) [Print Application Status](#)

#### Application Detail Information

App Number: SP 4 10 App Date: 2004-01-15  
App Type: STANDARD SITE PLAN Status: APPLICATION IN PROCESS  
Location: E OF CONFEDERATION PKWY., S OF BURNHAMTHORPE RD. W.  
Description: TWO 30 -STOREY APARTMENT TOWERS

#### Assignments

Department	Role	Contact	Questions?	Conditions
AIR TRANSPORT ASSN OF CANADA	AIR TRANSPORT ASSN OF CANADA			

These links indicate that your application and WEBID have NOT been added to your My Applications. Click on the Add to My Application link to add

## Having Problems?

### Browser Issues

The City of Mississauga eCity Portal has been designed to work best with the latest version of MS Explorer and Netscape. Using earlier versions of either browser may cause problems in viewing and accessing some secure pages.

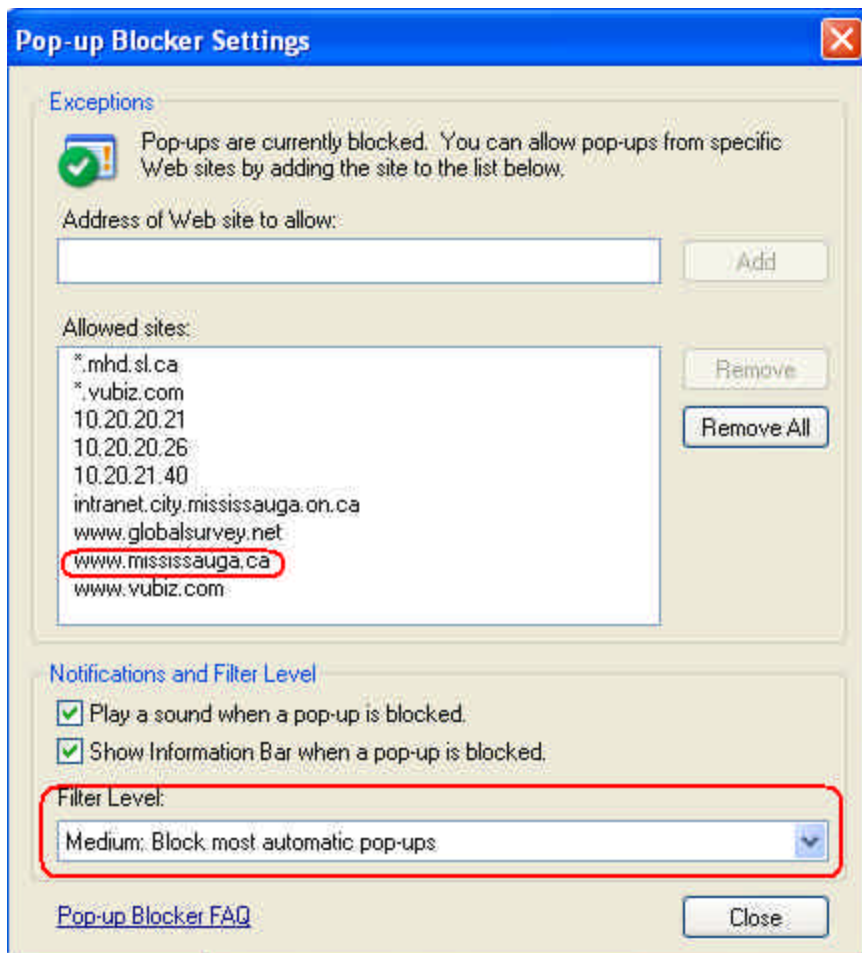
This portal has also been designed to be best viewable in an 800 by 600 resolution. Using a lower resolution will result in horizontal and vertical scroll bars.

If you cannot print the *Application Status Report* or access *Contact Information*, your browser security settings maybe set too HIGH or your settings to allow pop ups maybe disabled. Different browsers and versions of operating systems have different interfaces to adjust security settings.

Security settings may also be locked down if your company has a PC locked down policy. In this case you will need to get your IT Representative to adjust your settings. The security settings may also be locked down or pre-set by your ISP (Internet Service Provider). This is typical if you are using Rogers Yahoo or Bell Sympatico services. You should be able to contact your service provider to help you adjust your security settings.

### Service Pack 2 Issues

The MS Windows XP Service Pak 2 may create some problems when attempting to access *Application Status Reports* and displaying staff contact information. Both of these features are considered to be pop ups. Service Pack 2 and IE 6.0 have a PopUp Blocker feature in IE 6.0 under the Tools menu. You may need to adjust these settings. You can add [www.mississauga.ca](http://www.mississauga.ca) to allow pop ups from our site and still keep your pop up blocker activated.





## Application Error Message

Once you enter your Application Number and WEB ID and you press *Submit* you may be confronted with '**Invalid application number and external webid**'. Possible reasons why this message is displayed are:

- You have entered an incorrect application and WEB ID combination.
- You may have misinterpreted a character or number when entering the WEB ID. It is sometimes difficult to distinguish some numbers and letters. Try some different combinations of these characters, once you have the correct sequence, add the record to **My Applications** and in this manner you will never have to re enter the WEB ID as it will be stored with your portal account
- Make sure that you are in the correct area. *View Building Permit* and *View Dev Applications* are different applications and have different WEB ID and application number combinations. Consequently, if you are in *View Building Permit App Status* and you are entering a Development Application Number and WEBID, this message will be displayed.

## Blank Screen

From time to time you may also experience a blank screen. This is a known bug in our application and our vendors are working to resolve this issue. When you experience this, simply refresh your browser by pressing your F5 function key or using the Browse Refresh icon.



## Contact Information

In the event of questions or problems, email staff at [eplanbuild.info@mississauga.ca](mailto:eplanbuild.info@mississauga.ca).

As of December 1<sup>st</sup>, 2005, the City of Mississauga will be receiving all calls through a central number (905.615.3200). Direct dial will be eliminated and therefore dialling some numbers directly will not work. When you see contact numbers in this manual and they do not work, please call the 905.615.3200 number and use the last 4 digits of the old number as the extension.